FIELD SERVICE BULLETIN

FSB Number	BJCCFSB2009 - 2
Author	hong fang
Date	Monday, January 12, 2009
Subject	**GSM - MOTO ZN200 - Bluetooth can't be synchronized or connected**
Model Affected	ZN200
Level Of Repairs	2

Problem

Service is aware of an issue during NPI analysis, which is related to Bluetooth connection. The symptom is the phone can't be found or connected with BT by other phone.

When using ZN200 phone to transmit file via BT, wait for transfer completely and back to idle (BT connection would be destroyed, and user have to wait until the LCD backlight is off). Wait about ten minutes, then user try to transfer file from other device (ex:PC or mobile phone) or search BT audio device, but ZN200 can not be found by remote device and add any BT audio device.
The root cause is that the 13MHz clock is not stabile when the BT Chip set was actived.

Solution

Action is to change (extend) the waiting time needed for 13MHz stabilized.

Software Version 1.6 has built this improvement and fixed this issue.

Field Service Action

When ZN200 Handset is returned to a Service Center with the complaint of 'Bluetooth function, operation'. Please upgrade software with V1.6 or later version for user.

Please find the latest software with your local technical support.

Service Inventory

N/A

Call Center Action

When a customer contacts the Motorola Call Center, with the complaint of 'Bluetooth function', communicate with the customer that the phone need to test or software upgrade at Motorola Authorized Service Center.

© Copyright 2006 Motorola Inc. All Rights Reserved

Motorola Internal Use Only

Service Entry Code

Global Service Codes

Complaint Code: BLT02 - Bluetooth - No Sync/Connect

Problem Found Code: BLT01 - Bluetooth - No Function

Reference Designator:

Repair Code: SWU08 - SW upgrade/ Reflash - CSB/ FSB

Asia Service Codes

Complaint Code:
Problem Found Code:
Reference Designator
Repair Code:

© Copyright 2006 Motorola Inc. All Rights Reserved

Motorola Internal Use Only